

**United States Probation and Pretrial Services Office, Eastern District of Arkansas**  
**Probation Services Technician                      Job Announcement Number: 2015-06**

Salary Schedule Table 01:  
CL 24: \$35,055 to \$56,974

**Position Overview:**

The U.S. Probation and Pretrial Services Office for the Eastern District of Arkansas is recruiting for a Probation Services Technician. The Probation Services Technician provides technical, administrative, and case management support to probation officers in a wide range of areas, including, but not limited to, assisting with conducting investigations, urinalysis testing and processing, compiling criminal histories, coordinating with collateral agencies, and performing other similar duties as assigned. Urinalysis testing may include visually observing defendants and offenders as they provide urine samples to ensure validity and to minimize the risk of adulteration. This is a temporary position with an employment period of one year and one day which may be extended or become permanent without further advertisement.

**Opening Date:** Friday, November 6, 2015

**Closing Date:** Friday, November 20, 2015 (or until filled\*)

\*Preference will be given to applications submitted by close of business Friday, November 20, 2015.

**Position Location:** This position is assigned to the Little Rock office.

The U.S. Probation Office for the Eastern District of Arkansas offers some distinct advantages:

- A collegial bench that fully supports the mission of the U.S. Probation and Pretrial Services Office;
- The Probation Services Technician is also a training opportunity whereby the employee will receive specific skills, experience, potential career advancement and valuable professional development.

**Education and Professional Work Experience Requirements:**

A minimum of a high school diploma, or equivalent and two years of general experience is required. It is also required that you have one (1) year of specialized experience in order to be classified as a CL-24.

General Experience: Progressively responsible clerical, office, or other work that indicates the possession of, or the ability to acquire, the particular knowledge and skills needed to perform the duties of the position.

Specialized Experience: Progressively responsible clerical or administrative experience requiring the regular and recurring application of clerical procedures that demonstrate the ability to apply a

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## Probation Services Technician

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body of rules, regulations, directives, or laws and involve the routine use of specialized terminology and automated software and equipment for word processing, data entry or report generation. Such experience is commonly encountered in law firms, legal counsel offices, banking and credit firms, educational institutions, social service organizations, insurance companies, real estate and title offices, and corporate headquarters or human resources/payroll operations.

Educational Substitutions: Education above the high school level may be substituted for required general experience on the basis of one academic year (30 semester or 45 quarter hours) equals one year of general experience. **Education may not be substituted for specialized experience because operational court support positions require hands-on experience to be credited as specialized experience.**

### **Preferred Skills and Qualifications:**

- Completion of a bachelor's degree in a field of academic study, such as public administration; business administration; psychology; counseling, social work/sociology or criminal justice, which provides evidence of the capacity to understand and apply the legal requirements and human relations skills involved in the position.
- Proficient computer skills, accurate data entry skills, and the effective use of software applications in a Windows environment are critical.
- Strong verbal, excellent writing and good organizational skills.
- Knowledge of and the effective application of grammar, punctuation, and syntax rules is essential.
- Ability to research and collect data is needed.
- The ability to work with minimum direct supervision is expected.

### **Desirable Characteristic:**

Successful candidates must be able to maintain a professional demeanor, work harmoniously with others, and be responsive, courteous, and polite. Successful candidates must be flexible and conscientious about detail and accuracy and must be able to balance the demands of varying workload responsibilities and deadlines.

Our organization is looking for happy (positive outlook and want to serve others), helpful (fully involved self-starter who utilizes skills independently and interdependently), curious (embraces learning to be an expert in our changing field), accountable (not about deadlines as much as about clear expectations designed to produce results), and to be good to great at what you do.

### **Background Check:**

As an employee of the U.S. Probation and Pretrial Services Office for the Eastern District of Arkansas, new hires are required to undergo a federal background investigation, which includes

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a Federal Bureau of Investigation fingerprint check, credit check, and National Crime Information Center (NCIC) record check. The Probation Services Technician position is required to undergo a drug test.

### **Disclosure Information**

All information provided by applicants is subject to verification and background investigation. Applicants are advised that false statements or omission of information on any application materials or the inability to meet the following conditions may be grounds for non-selection, withdrawal of an offer of employment or dismissal after being employed.

Please disclose the name(s) of a relative(s) or a close associate(s), who has been or who is currently a defendant or an offender in the federal, state, or local probation or parole system. Explain his\her relationship to you. The disclosed information will not automatically preclude you from employment with the United States Probation Office. However, this information will be considered by the Court and the Court Unit Executive to determine your suitability for the position.

If you are unsure about what should be disclosed, if anything, submit the information to G. Edward Towe to be evaluated. Please provide specific details including dates. Submit this confidential information directly to G. Edward Towe, Chief United States Probation and Pretrial Services Officer. **Do not** include your confidential letter with your application documents. Please write 'CONFIDENTIAL' on the envelope and on the letter. It is your responsibility to fully disclose all information that may affect your appointment, if you are recommended for the position.

### **Application Procedures:**

The candidate must be a U.S. citizen or eligible to work in the United States. All employees are required to use Electronic Fund Transfer (EFT) for payroll deposit. The U.S. Probation and Pretrial Services Office offers a competitive salary and excellent fringe benefits. The following items must be submitted by the deadline above in order to be considered for the position:

- Cover letter
- The October 2009 Judicial Branch Federal Employment (AO-78) application
- Detailed resume
- Transcripts
- Two (2) most recent performance evaluations
- References

Access and download the complete position description, the employment application, and this job vacancy announcement by visiting the careers page at <http://www.arep.uscourts.gov>.

Electronically transmit your application documents to

[arepdb\\_humanresources@arep.uscourts.gov](mailto:arepdb_humanresources@arep.uscourts.gov). You may also forward a hardcopy of your application documents by postal mail to U.S. Probation & Pretrial Services, Attn: Margaret

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Hoskyn, 600 W. Capitol Ave., Suite A226, Little Rock, Arkansas 72201.

Application documents must be received no later than 5:00 p.m., Friday, November 20, 2015. A single emailed PDF document is preferred. Facsimiles will not be accepted.

**The U.S. Probation Office reserves the right to modify the conditions of this job announcement or withdraw the job announcement, either of which may occur without prior written notice.**

An Equal Employment Opportunity Employer

United States Probation and Pretrial Services Office, Eastern District of Arkansas

Position Description: Probation Services Technician

<b>Job Title</b>	Probation Services Technician	CL - 24
<b>Occupational Group*</b>	Operational Court Support	

**Job Summary**

The Probation Services Technician provides technical, administrative, and case management support to probation officers and officer assistants in a wide range of areas, including assisting with conducting investigations, urinalysis testing and maintaining the integrity of chain-of custody of defendant/offender samples, compiling criminal histories, coordinating with collateral agencies, and performing other similar duties, as assigned.

**Representative Duties**

- Conduct case file reviews and advise officers and officer assistants of matters needing their attention. Make chronological entries in supervision case records. Conduct records research and retrieval via telephone or mail to obtain required documentation. Set up new supervision case records and perform various file management tasks. Assist officers in responding to collateral requests for information. Assemble and process information to the Sentencing Commission. Keep various logs and records up to date.
- Draft, format, type, edit, and finalize reports and correspondence from rough drafts using word processing equipment. This may include, but is not limited to, documents such as presentence investigation reports, supervision case plans and reviews, and memoranda or reports to the court.
- Complete various standard forms for submission to the court and legal counsel using information provided by officers, including petitions, orders to the court, and similar documents.
- Operate the local/state law enforcement information retrieval system and Criminal Justice Information System (CJIS) terminals to obtain criminal history information and route the information to appropriate recipients. Obtain fingerprint and credit checks, verifications of employment and education, and send FBI flash notices.
- Open, close, and update information into computerized records, including the Probation Automated Case Tracking Systems (PACTS). Research information from case records and enter into system as appropriate. Screen forms completed by officers and officer assistants and request corrections as needed. Retrieve information from databases and generate periodic reports.
- Participate in problem solving at staff meetings with other support staff, officers, and officer assistants. Make constructive suggestions for improvement in work processes to better achieve goals and objectives.
- As applicable, may assist office or officers with non-English speaking offenders, family members, and witnesses in translating, including translating documents and correspondence.
- Provide general case management and clerical office support duties.
- Adhere to laboratory policies, procedures, and administrative practices to administer defendant/offender drug and alcohol testing in the district.
- Coordinate/facilitate the automated process to notify and to schedule defendants/offenders for drug testing. Report non-compliant defendant/offenders to assigned probation officer.
- Assess and compare vendor billing to chain-of-custody documents to ensure accuracy.
- Document and monitor the sample collection chain of custody to protect the integrity of the process. Ensure samples are securely packaged and sent for analysis in a timely manner.
- Other duties as assigned.

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**Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)**

**Probation and Law Enforcement**

- Knowledge of the roles and functions of the federal probation office. Knowledge of the practices and procedures used in probation and court processes, including knowledge of the administrative requirements to support these activities. Knowledge of the criminal justice system as it relates to federal probation policies and procedures.
- Knowledge of legal terminology. Ability to follow chain-of-custody and safety procedures. Ability to identify and resolve unusual problems for resolution, or to make a referral to probation\pretrial officers. Ability to organize and prioritize work.
- Knowledge of standardized forms and documents used in both the presentence investigation and supervision disciplines. Knowledge of automated/internet resources and systems available for conducting background checks, criminal histories, and other similar activities. Knowledge of legal terminology. Ability to follow safety procedures. Ability to compile information (such as background checks and criminal histories) within established time frames. Ability to identify and resolve problems and refer unusual or complex issues to office manager or probation officers.
- Ability to organize and prioritize work. Ability to work under pressure of short deadlines and handle multiple tasks. Ability to follow detailed instructions accurately.

**Judgment and Ethics**

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees*, and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

**Written and Oral Communication/Interaction**

- Ability to interact and communicate effectively (orally and in writing) with people of diverse backgrounds, including law enforcement and collateral agency personnel at different governmental levels, community service providers, and offenders. Ability to establish rapport with contacts at collateral agencies for the purpose of collecting information regarding offenders.

**Information Technology and Automation**

- Skill in the use of automated equipment including word processing, spreadsheet, and database applications, and various other types of software. Ability to use computer software and database systems to perform record checks, data entry, compile criminal history information, and perform similar activities.

**Factor 2 – Primary Job Focus and Scope**

The primary focus of the job is to sort, collect, compile, track, and maintain varied and technical information to support officers and officer assistants in the performance of their responsibilities involving the investigation and supervision of offenders. Incumbents' performance of administrative and clerical related tasks allows the officers and officer assistants to perform more high level tasks directly involved with offenders.

**Factor 3 – Complexity and Decision Making**

The tasks performed take some time to learn and may vary daily. Standardization and guidelines govern many of the administrative and clerical processes. Incumbents make decisions based on knowledge of the policies and practices relevant to their work. While job assignments are completed independently, the work is reviewed for completeness and accuracy by a supervisor or an officer.

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**Factor 4A – Interactions with Judiciary Contacts**

The primary judiciary contacts are other office staff members and other court unit staff for the purpose of conducting research and maintaining accurate and up-to-date information in case files.

**Factor 4B – Interactions with External Contacts**

The primary external contacts are employees of collateral agencies (local law enforcement offices, U.S. Attorney's Office, etc.) for the purpose of obtaining and verifying information. Incumbents may also have contact with vendors for the purpose of maintaining an inventory of supplies and with the general public.

**Factor 5 – Work Environment and Physical Demands**

Work is generally performed in an office setting, where persons with violent backgrounds may be present. Light lifting of boxes of case records and office supplies is required.